

Supervisor Consultation Examples

Worker Specific Data – Not Documented in FACES

The following are illustrations of supervisory consultations. Consultation notes are not meant to document the details of the entire case but may be tailored to the specific needs of the worker or to assist the worker in a specific case. The supervisor may focus on assisting the worker in managing a specific case or engaging the family, or may focus on promoting worker skills, time management or assuring an adherence to policy or statute. The guide is designed to provide supervisors with the basic tools to promote good practice, however it is a supervisor's job to assess the strengths and needs of the workers they supervise and apply a flexible approach according to each situation.

Illustration 1 of process for AC Supervisor Consultation (Worker specific consultation is documented in the supervisor's file and not entered into FACES):

Scenario:

Supervisor Jane Smith held case consultation with Tracy Jones, Children's Service Worker. Mrs. Jones expressed frustration that the family was resistant to change. Mrs. Jones gave a long list of problems with the family, but gave a relatively short list of strengths. Supervisor Smith and Mrs. Jones spent some time diagramming a pattern of behavior for the family, identifying the discrepancies in the family's behavior versus their acknowledged values. Mrs. Jones then had a better understanding of how these negative behaviors served a logical function, a coping or even survival mechanism, for this family. Mrs. Jones stated she would use this technique with the family to help them identify the discrepancies between their behavior and their beliefs so that she could promote the family's self awareness and would be able to illustrate intervention points to interrupt the cycle. Mrs. Jones also stated that if the family gains an awareness of the negative patterns and an awareness of the need to change, they may be more invested in the process. Mrs. Jones also expressed a concern that her caseload was too big to spend a lot of time on engagement techniques. She however acknowledged that it does not take extra time to actively listen and repeat or highlight information back to the family from what they are telling her. The family will be more likely to progress in the treatment process if they believed she has listened and understood and is a partner or support in the process.

Documentation for Supervisor File – Summary of data and issues discussed.

Illustration 2 of the process for AC Supervisor Consultation and the Use of Data (Worker specific consultation is documented in the supervisors file and not entered into FACES):

Scenario:

Supervisor Jane Smith has a planned conference with Children's Service Worker Justin Jones who is a case manager for alternative care cases. In preparation for the case conference, Supervisor Smith reviews a variety of information. First, Supervisor Smith reviews her SCRT results from the previous quarter of Mr. Jones' cases. She notices the areas of strength across all cases were diligent searches for absent parents and the frequency and the quality of child visits were good. The area needing improvement was the engagement with the mother (or both parents) on several cases. Next, Supervisor Smith pulled up the ROM to review Mr. Jones' performance on PPRT timeliness, which was solid (across the board for all cases) with no overdue PPRT's for the current month. Supervisor Smith noticed, however, on the ROM report that two out of eight PPRT's on Mr. Jones' cases are due within the next month. She made a note to find out from Mr. Jones' when the PPRTs are scheduled. While in the ROM, Supervisor Smith decided to look at the permanency outcomes. According to the Caseload Counts report, over the course of the last 12 months, Mr. Jones had ten foster children who entered care, and of those ten, five (50%) exited to reunification within 12 months. Five are still in care. By using the crosstab view, Supervisor Smith notices that the five children who have not yet discharged all still have a case goal of reunification. Supervisor Smith made a note to ask Mr. Jones about the progress on their reunification plan including if both parents are involved in the case planning. Supervisor Smith remembered that during the local PIP meeting, the QI Specialist pointed out that Best Practice Review results indicated that

the level of father involvement in the cases reviewed was low as well as visits with parents in general. Supervisor Smith took a quick look at the PERforM report on visits with children, knowing that Mr. Jones has exceeded the 90% goal all year. Mr. Jones takes pride in his concern for the children he is case manager for. Mr. Jones is still above 90%, in fact, only missed one monthly visit with one child during the entire year. He barely missed it, since it was a short month – and had two visits the following month, two weeks apart. Supervisor Smith made a note to talk to Mr. Jones about mentoring a newly hired worker by allowing them to shadow a few of his home visits, including having him explain how he coordinates the time for the visits with the foster parent who works. Mr. Jones flexes his schedule to accommodate the foster parent, and is very responsible in taking the flex time off in the same week so he does not accumulate comp time. The only other thing Supervisor Smith thinks about is a consumer survey that was returned to the office from a foster parent who didn't identify themselves, but wrote a comment about how courteous and professional Mr. Jones is. They mentioned he is responsive to their phone calls and they can tell how much Mr. Jones cares about the foster children he visits in their home. Supervisor Smith made a note to praise Mr. Jones for the positive work he does.

During the conference, Mr. Jones came to Supervisor Smith's office with his case listing in hand. Mr. Jones is starting to get used to printing out the Caseload report from ROM and bringing it to the supervisor's office. Mr. Jones was happy when the first thing Supervisor Smith told him was that he received a positive remark from a foster parent, even though it's not clear which foster parent it was. Supervisor Smith then proceeds to share the notes about the data she reviewed with Mr. Jones, including the strengths and areas needing improvement. Mr. Jones provided the dates of the upcoming PPRT's, and they are all within the six month window so he will not be overdue. However, he does not have home visits scheduled with the mother on a couple of his cases and hadn't done any new searches for the father since last month. Supervisor Smith reviewed his prior search method, and they realized as they were talking that the federal parent locator has not yet been requested. Mr. Jones agreed to fill out the federal parent locator request form for all unknown parents by the end of the week. On the spot, Supervisor Smith made a note in outlook to follow up with Justin at the end of the week. Mr. Jones told Supervisor Smith that he is willing to mentor a new worker, and reluctantly agreed. Supervisor Smith, sensing his reservation, determined that she would only have him schedule one to see how it went before asking for more. Supervisor Smith then asked Mr. Jones about the five children who entered care last year but haven't reunified yet. Mr. Jones said there is lack of progress because mom doesn't come to the meetings and the fathers' whereabouts are unknown. Supervisor Smith and Mr. Jones agreed that they would wait to see if the federal parent locator search finds any of the fathers. Supervisor Smith discussed the need for Mr. Jones to be more proactive in engaging the mother. Mr. Jones admitted he has a hard time working with parents who have drug addictions, and feels like they just don't care. Supervisor Smith agreed to attend the next several home visits with Mr. Jones and the mothers who he identified as being detached, so Supervisor Smith could mentor Mr. Jones in engagement skills. Mr. Jones said he would like that. Supervisor Smith also asked Mr. Jones to send him the dates of the next two months of visits with all of his parents. Supervisor Smith asked Mr. Jones to arrange the visits by phone and not send letters, since the mothers have a history of not being home for the scheduled visit. Mr. Jones agreed. Supervisor Smith again praised Mr. Jones for his strong compassion for his foster children and for doing a great job with his alternative care activities. She made a note to start checking in with him informally about his contacts with the parents on his cases since he doesn't seem to have the same motivation level as with the foster children.

Documentation for Supervisor File – Summary of data and issues discussed.